



**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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July 7, 2009

TO: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

FROM: Wendy L. Watanabe
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT - ST. ANNE'S -
ST. ANNE'S GROUP HOME**

We have completed a review of St. Anne's Group Home (Group Home or Agency) operated by St. Anne's. The Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department.

St. Anne's Group Home is a 32-bed facility, which provides care for girls ages 13-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, St. Anne's Group Home was providing services for 24 DCFS children and eight Probation children.

St. Anne's Group Home is located in the First District.

Scope of Review

The purpose of our review is to determine whether the Agency is providing the services as outlined in their Program Statement. In addition, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, employee records, a facility inspection, and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement. However, the Agency needs to address a few deficient areas. Specifically, the Group Home needs to clean and organize the recreation/craft room's supply area, replace a water-damaged mirror, and ensure that all beds include a full complement of linens. In addition, the Group Home needs to ensure that residents maintain safe practices when using electrical appliances.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Don Chadwick at (213) 253-0301.

WLW:MMO:JET:DC:AA:jdh

Attachment

c: William T Fujioka, Chief Executive Officer
Patricia S. Ploehn, Director, DCFS
Ted Myers, Chief Deputy Director, DCFS
Susan Kerr, Senior Deputy Director, DCFS
Robert B. Taylor, Chief Probation Officer
Andrew E. Bogen, Board Chairman, St. Anne's
Tony Walker, President/Chief Executive Officer, St. Anne's
Public Information Office
Audit Committee

**St. Anne's
St. Anne's Group Home
Los Angeles, California 90026
License Number: 191802087
Rate Classification Level: 12**

I. Facility and Environment

Method of assessment – Observation

Comments:

St. Anne's Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

Overall, the interior of the Group Home is well maintained and provides a home-like environment. There is adequate furniture and lighting in the Group Home and the common quarters are clean. However the recreation/craft room's supply area, which is accessible to the children, is cluttered and disorganized.

The children's bedrooms are well maintained and the children's sleeping arrangements are appropriate. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. The window coverings and window screens are in good repair. However, the mirror in the bathroom suite had water damage and several beds did not include a full complement of linens. In addition, three electrical appliances were plugged into the same electrical socket, which presented a safety hazard.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. St. Anne's Group Home management:

- a. Clean and organize the supply area in the recreation/craft room.**
- b. Replace the bathroom mirror.**
- c. Ensure that all beds include a full complement of linens.**

- d. Ensure that residents maintain safe practices when using electrical appliances.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Four

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive and include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

None.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Four

Comments:

Children are attending school, are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

None.

IV. Recreation and Activities**Method of assessment – Review of relevant documents and interviews****Sample size: Four****Comments:**

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest. The Group Home provides transportation to and from the activities.

Recommendation**None.****V. Psychotropic Medication****Method of assessment – Review of relevant documents****Comments:**

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

Recommendation**None.****VI. Personal Rights****Method of assessment – Interviews with children****Sample size: Four****Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail, have private visitors, and attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks. Children also receive voluntary medical, dental and psychiatric care.

Recommendation

None.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Four

Comments:

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

None.

VIII. Personnel Background Checks

Method of assessment - Review of relevant documents

Sample size for employee record evaluation: 31

Comments:

The Group Home has obtained the required criminal and child abuse clearances for their employees.

Recommendation

None.

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St. Anne's President and
Chief Executive Officer



February 27, 2009

Candace Rhue
Group Home Audit Supervisor
Department of Auditor-Controller
Children's Group Home Ombudsman Division
350 S. Figueroa Street, 8th Floor
Los Angeles, CA 90071

Re: Corrective Action Plan

Dates of Site Visit/Review: **December 8 & 9, 2008**

St. Anne's Group Home

License Number: 191802087

RCL 12

Dear Ms. Rhue:

St. Anne's has been working collaboratively with our licensing and accreditation bodies and the Departments of Children and Family Services and Probation to meet the challenges of the youth placed in our facility. The St. Anne's Residential Treatment Program is dedicated to providing the best services available to our residents. Your collaboration and input is helpful in making this possible for them. The following items were recommended and will be rectified through the plans related below.

Please let me know if you have any questions or concerns regarding the corrective action plan.

Sincerely,

A handwritten signature in cursive script that reads 'Sandra Valdovinos-Heredia'.

Sandra Valdovinos-Heredia
Residential Treatment Director
svaldovinos@stannes.org
213.281.2931 x 264

Corrective Action Plan

I. Facility and Environment

1. St. Anne's Group Home Management

The Group Home Management Section (I) recommendations for the facility are subsections a to d:

Recommendations:

- a. Clean and organize the supply area in the recreation room.
 - Implementation date: **Implemented on 12/15/08 & Ongoing**
 - Person Responsible: Sandra Valdovinos-Heredia, Program Director
 - Support Services: Scott Kissack, Support Services Director
 - Quality Assurance: Carlos Tobar, Quality Assurance Director
- b. Replace the water-damaged mirror in the bathroom.
 - Implementation date: **Implemented on December 12, 2008**
 - Person Responsible: Sandra Valdovinos-Heredia, Program Director
 - Support Services: Scott Kissack, Support Services Director
 - Quality Assurance: Carlos Tobar, Quality Assurance Manager
- c. Ensure that residents maintain safe practices when using electrical appliances.

To ensure the safety of our residents, radios with an electrical cord are not allowed to be utilized inside the bathroom. The bathroom's electrical outlets are equipped with ground fault circuit interrupters (GFI), an automatic device that offers protection against electrical shock. Items with cords, such as hair dryers and flat irons may be utilized in the bathroom, but Residents are instructed to disconnect the electrical cord after each use, allow for the item to cool off and then place the item back in its respective storage space. Residents have been informed that there are to be no electrical cords connected when not in use. Staff double check to ensure that there are no electrical cords connected, when not in use.

When a resident is struggling with unplugging cords when not in use, staff continue to work with the resident to encourage her to unplug the cord. If the resident is non-compliant and refuses to cooperate, staff unplug the object and store it in the Manager's office for seventy-two hours. During the seventy-two hours, the resident works with a staff on a Health and Assessment Form to discuss the safety dangers of keeping cords connected in the bathroom, when not in use. Once the seventy-two hour hold is up, the item is returned to the resident and the resident is reminded to follow the above detailed protocol.

On 2/18/09, Residential Program Director submitted for review and approval the above mentioned process to Community Care Licensing Program Analyst, Lakescia Smith, and received approval to move forward with the process as outlined.

- Implementation date: **Implemented on 2/18/09 & Ongoing**
 - Person Responsible: Sandra Valdovinos-Heredia, Program Director
 - Support Services: Scott Kissack, Support Services Director
 - Quality Assurance: Carlos Tobar, Quality Assurance Director
- d. Provide a full complement of linens on all beds.
 - Implementation date: **Implemented on 12/10/08 & Ongoing**
 - Person Responsible: Sandra Valdovinos-Heredia, Program Director
 - Quality Assurance: Carlos Tobar, Quality Assurance Director